

General Information

Q: How can I contact Employer Services?

A: You can reach Enterprise_NXT Employer Services at 1-800-555-1234 for assistance with plan options, employee coverage inquiries, and other employer-related questions.

Q: Where can I find the Employer Manual?

A: The Employer Manual is available on the Enterprise_NXT website under the Employer section. It includes comprehensive information about policies, procedures, and guidelines for managing employee health plans.

Plan Options

Q: What types of health plans does Enterprise_NXT offer for employers?

A: Enterprise_NXT offers a variety of health plans for employers, including PPO, HMO, and high-deductible health plans (HDHPs). Each plan comes with different levels of coverage and flexibility to meet the needs of diverse workforces.

Q: How can I choose the right plan for my employees?

A: Enterprise_NXT provides resources and consultation services to help employers choose the best health plan options based on the size of their workforce, budget, and specific healthcare needs.

Enrollment and Eligibility

Q: How do I enroll my employees in an Enterprise_NXT health plan?

A: Employers can enroll their employees through the Enterprise_NXT Employer Portal or by submitting the necessary enrollment forms to Enterprise_NXT. Detailed instructions are provided in the Employer Manual on the Enterprise_NXT website.

Q: What is the process for adding or removing employees from the plan?

A: Employers can add or remove employees from their health plan by logging into the Employer Portal and updating their employee roster. Changes must be submitted within the specified enrollment period to ensure timely processing.

Claims and Billing

Q: How can I assist my employees with claims issues?

A: Employers can help their employees by contacting Enterprise_NXT Employer Services or guiding them to the member services team for claims inquiries. Additionally, employers can view and manage claims through the Employer Portal.

Q: What payment options are available for employer-sponsored plans?

A: Enterprise_NXT offers various payment options for employers, including monthly billing, electronic funds transfer (EFT), and online payment through the Employer Portal. Detailed billing information is

available in the Employer Manual.

Resources and Support

Q: Where can I find employer forms?

A: Employer forms, including enrollment, change request, and termination forms, are available on the Enterprise_NXT website under the Employer Resources section. Employers can also access these forms through the Employer Portal.

Q: What resources are available to help manage employee health and wellness?

A: Enterprise_NXT provides various resources and programs to support employee health and wellness, including preventive care initiatives, wellness programs, and health management tools. Employers can find more information on these programs in the Employer Manual and on the Enterprise_NXT website.

COVID-19

Q: What COVID-19 coverage information is available for employers?

A: Enterprise_NXT provides comprehensive coverage for COVID-19 related services, including testing, vaccination, and treatment. Employers can find detailed information on the Enterprise_NXT website under COVID-19 section.

Q: How can employers support their employees during the COVID-19 pandemic?

Enterprise_NXT Employer FAQ

A: Employers can support their employees by providing up-to-date information on COVID-19 coverage, encouraging vaccination, and facilitating access to testing and treatment services. Enterprise_N

offers resources and guidelines to help employers navigate the challenges of the pandemic.

Q: What changes occurred due to the end of the Public Health Emergency?

A: As of May 11, 2023, Enterprise_NXT no longer covers over-the-counter COVID home tests. COVID-rela

services are covered at 100% until July 31, 2023. After August 1, 2023, COVID vaccines, in-office and telehealth visits, and lab testing will follow benefit plan cost shares.

Q: How can members receive at-home COVID-19 tests?

A: Members can receive at-home COVID-19 test kits authorized by the FDA at no cost. They can order these kits through the Enterprise_NXT website or member services.

Q: Are COVID-19 vaccines covered?

A: Yes, Enterprise_NXT members have no out-of-pocket costs for COVID-19 vaccines.

Q: How is COVID-19 treatment covered?

A: COVID-19 treatment is covered like other illnesses, according to the plan's details, including hospital stays, medications, and follow-up care.